



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

	Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 03, 2010	2010_102_2681_03Nov131647	Complaint- Log # O-001371
Licensee/Titulaire Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. As General Partner 1840 Landsdowne Street West Unit 12 Peterborough, Ontario K9K 2M9 Fax # 705 742 9197		
Long-Term Care Home/Foyer de soins de longue durée The Village Green Nursing Home 166 Pleasant Drive P.O. Box 94 Selby, Ontario K0K 2Z0 Fax # 613 388 2694		
Name of Inspector(s)/Nom de l'inspecteur(s) Wendy Berry (102)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection related to maintenance services. During the course of the inspection, the inspector spoke with the Administrator, the Maintenance person, and a PSW. During the course of the inspection, the inspector observed the bathing areas within the home; observed the operation and condition of the ARJO bath tub and its lift; reviewed the 2010 maintenance log and response book. The following Inspection Protocol was used during this inspection: Accommodation services-maintenance. 1 Finding of Non-Compliance was found during this inspection. The following action was taken: 1 WN 1 CO: CO # 001		



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Non-compliance with requirements under the *Long-Term Care Homes Act, 2007* (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 90.(2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks

Findings:

1. The licensee has not developed and implemented procedures to ensure that all plumbing fixtures and washroom fixtures are maintained and kept free of corrosion and cracks:

- corrosion is evident on the metal frame under the front of the "ARJO Harmony" bathtub;
- the interior surface of the "ARJO Harmony" bathtub is pitted and cracked;
- the console on the "ARJO Harmony" bathtub has a broken temperature gauge;
- the console on the "ARJO Harmony" bathtub has a broken calibration gauge for the disinfectant dispensing system;
- a black rubber or plastic type gasket located between the juncture of the "ARJO Harmony" bathtub and its console is partially detached and hanging down into the bathtub.
- water leaks intermittently from the "ARJO Harmony" bathtub into a plastic tray that has been placed on the floor under the front of the bathtub. Attempts to repair the leak have not been successful to date.
- The lift system on the "ARJO Harmony" bathtub failed on September 05, 2010 causing a resident to be stuck on a lift seat over the raised bathtub. The bathtub could not be lowered by the nursing staff in attendance.

Inspector ID #: 102

Additional Required Actions:

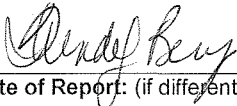
CO # 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.



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le *Loi de 2007 les
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Signature of Licensee or Representative of Licensee - Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.
Title:	Date:	 Date of Report: (if different from date(s) of inspection). <i>November 19/10</i>



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Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public
Name of Inspector:	Wendy Berry	Inspector ID # 102
Log #:	O-001371	
Inspection Report #:	2010_102_2681_03Nov131647	
Type of Inspection:	Complaint	
Date of Inspection:	November 03, 2010	
Licensee:	Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. As General Partner 1840 Landsdowne Street West Unit 12 Peterborough, Ontario K9K 2M9 Fax # 705 742 9197	
LTC Home:	The Village Green Nursing Home 166 Pleasant Drive P.O. Box 94 Selby, Ontario K0K 2Z0 Fax # 613 388 2694	
Name of Administrator:	Linda Pierce	

To Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. As General Partner, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: O. Reg. 79/10, s. 90.(2) The licensee shall ensure that procedures are developed and implemented to ensure that, (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks			
Order: The licensee shall ensure the "ARJO Harmony" bathtub is repaired or replaced and that procedures are developed and implemented to ensure that all plumbing fixtures, washroom fixtures and accessories are maintained and kept free of corrosion and cracks.			

**Ministry of Health and Long-Term Care**

Health System Accountability and Performance Division
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Ministère de la Santé et des Soins de longue durée

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Direction de l'amélioration de la performance et de la conformité

Grounds:

1. The licensee has not developed and implemented procedures to ensure that all plumbing fixtures and washroom fixtures are maintained and kept free of corrosion and cracks:

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- water leaks intermittently from the "ARJO Harmony" bathtub into a plastic tray that has been placed on the floor under the front of the bathtub. Attempts to repair the leak have not been successful to date.
- The lift system on the "ARJO Harmony" bathtub failed on September 05, 2010 causing a resident to be stuck on a lift seat over the raised bathtub. The bathtub could not be lowered by the nursing staff in attendance.

This order must be complied with by: May 17, 2011

REVIEW/APEAL INFORMATION**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

**Ministry of Health and Long-Term Care**

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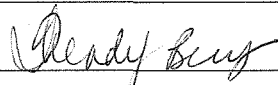
The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website www.hsarb.on.ca.

Issued on this	22	day of	NOV	, 2010.
Signature of Inspector:				
Name of Inspector:	Wendy Berry			
Service Area Office:	Ottawa			